



KENYATTA UNIVERSITY
OFFICE OF THE REGISTRAR (ACADEMIC)

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INTERNAL MEMO

FROM: REGISTRAR (ACADEMIC)

DATE: 24TH FEBRUARY, 2021

TO: ALL STUDENTS, ALL CAMPUSES,
ALL MODES OF STUDY

RREF: KU/ACAUD/CUST/42/VOL.2/106

RE: CUSTOMER SATISFACTION SURVEY 2020/2021

The University Management conducts annual Customer Satisfaction Surveys to get feedback on services rendered to students and other clients. The outcome of the surveys is key to continued improvement of service delivery by the various offices and sections of the University.

The Customer Satisfaction Survey for the Academic Year 2019/2020 is scheduled to take place from **26th February, 2021 to 26th March, 2021**. The survey will be conducted online using Google Forms which can be accessed through your corporate emails. To access the form, you are required to do the following:

1. Log into your student corporate email.
2. Select the email with the subject "KU STUDENT CUSTOMER SATISFACTION SURVEY 2020/ 2021".
3. **CLICK** on the link provided in that email and the form will be displayed.
4. Carefully read the instructions as you fill the form, and **SUBMIT** upon completion.

This is to request our students to spare time to participate in the survey by filling the online Google Form.

Thank you.

DR. BENARD KIVUNGE
AG. REGISTRAR (ACADEMIC)



CC: Vice Chancellor
Deputy Vice-Chancellors
Registrars
Deans of Schools
Director, ICT
Director, Student Affairs
Directors of all Campuses
Manager, Online Communications - **to upload on the website**
KUSA Chairman and KUSA Academic Secretary